

## **IN THE CLAIMS:**

Please amend the claims as shown immediately below with all changes (e.g., additions, deletions, modifications) included, pursuant to 37 C.F.R. 1.21(c)(1).

Complete listing of claims:

1. (Currently Amended) A method of contact manipulation and retrieval in an automatic call distribution system, comprising the steps of:
  - receiving a voice contact having voice information;
  - converting the voice information to contact data in digitized, packetized form and to text form using speech recognition thereby forming voice information based text contact data;
  - storing the voice information based text contact data in a data repository of voice information based text contact data of past voice contacts for use in post-processing research;
  - receiving a key word search term from a searcher conducting a post-contact search subsequent to the voice contacts for past-post-processing searching of the voice information based text contact data; and
  - searching the data repository of past voice contacts at a time after the voice contact based upon the search term;
  - wherein the data repository of past voice contacts text data is key word searched for at least one voice item of information using the received search term.
2. (Original) The method according claim 1, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.
3. (Original) The method according to claim 1, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.

4. (Original) The method according to claim 1, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized and voice message is converted to text as the contact data.

5. (Previously Presented) The method according to claim 1, where in the system has at least one agent, and wherein the method further comprises:

providing at least one plug-in that implements conversion and storing of contact data in the automatic call distribution system;  
assigning the at least one plug-in to the agent; and  
activating the at least one plug-in for the agent when a message having contact information is received at the automatic call distribution system.

6. (Previously Presented) The method according to claim 5, wherein the automatic call distribution system has a plurality of agents and a plurality of plug-ins, and wherein the method further comprises determining for a respective agent of the plurality of agents the at least one plug-in, which is assigned to the respective agent.

7. (Previously Presented) The method according to claim 5, wherein the method further comprises activating the plug-in for the agent when the agent logs onto the automatic call distribution system.

8. (Previously Presented) The method according to claim 5, wherein the messages are converted to text by a name recognition unit, stored in a central repository for use in post-processing research, and evaluation.

9. (Currently Amended) A method of contact manipulation and retrieval in a communication system, comprising the steps of;

providing a plurality of agents and a plurality of format conversion plug-ins;

assigning at least one respective conversion plug-in to a respective agent of the plurality of agents;

receiving a contact message having voice information by the respective agent;

converting the voice information to contact data in digitized, packetized form and to text form using speech recognition thereby forming voice information based text contact data;

storing the voice information based text contact data in a data repository of voice information based text contact data of past voice contacts for use in post-processing research;

receiving a key word search term from a searcher subsequent to the voice contact for post-processing research of the voice based text contact data;

searching the data repository of past voice contacts text data subsequent to the voice contact based upon the search term; and

wherein the data repository of past voice contacts text data is searched for at least one item of voice information using the received search term.

10. (Original) The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.

11. (Original) The method according to claim 9, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.

12. (Original) The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized voice message is converted to text as the contact data.

13. (Currently Amended) An apparatus for contact manipulation and retrieval in a communication system, comprising:

means for receiving a contact having voice information;

means for converting the voice information to contact data in digitized, packetized form and to text form using speech recognition thereby forming voice information based text contact data;

means for storing the voice information based text contact data in a data repository of voice information based text contact data from past voice contacts for use in post-processing research;

a search term received from a searcher subsequent to the voice contact for post-processing research; and

means for searching the data repository of past voice contacts subsequent to the voice contact based upon the search term; and

wherein the data repository is searched for at least one item of voice information using the received search term.

14. (Previously Presented) The apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice message to thereby convert contact information in the voice message to contact data.

15. (Previously Presented) The apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for converting the voice message to text as the contact data.

16. (Previously Presented) The apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice message, and means for converting the packetized voice message to text as the contact data.

17. (Previously Presented) The apparatus according to claim 13, wherein the system has at least one agent, and wherein the apparatus further has:

means for providing at least one plug-in that implements conversion and storing of contact data in the communication system;

means for assigning the at least one plug-in to the agent; and

means for activating the at least one plug-in for the agent when a message having contact information is received at the communication system.

18. (Previously Presented) The apparatus according to claim 17, wherein the communication system has a plurality of agents and a plurality of plug-ins, and wherein the apparatus further comprises means for determining for a respective agent of the plurality of agents the least one plug-in, which is assigned to the respective agent.

19. (Previously Presented) The apparatus according to claim 17, wherein the apparatus further comprises means for activating the plug-in for the agent when the agent logs onto the communication system.

20. (Previously Presented) The apparatus according to claim 13, wherein the communication system is an automatic call distribution system.